Current Technology Project Summary 2007-2008

The Technology Department works with other departments on a project basis. Listed below are the current projects that are being addressed by the Technology Department along with a status indicator.

Microsoft Office Upgrade: Replace Current Standard Desktop Software with the latest version. The current Microsoft Office applications have become incompatible with other agencies.   The versions currently used were released from 1997 to 2000 and are outdated. The new release provides additional functionality and compatibility for County business processes. This project began in Spring 2007 and will be completed within six months.

100% Complete
On Budget
On Time

New Jail Facility: Provide technical direction and ongoing support for the new Jail Facility in Newton. ITC staff is helping install and support video visitation, security systems, data network and other applications needed to manage the new facility. A position for a second shift network specialist was in November to assure that adequate coverage is provided for the jail and other public safety agencies.   Planning and purchasing phases are complete.   Equipment for the security system has been delivered partially installed.

100% Complete
On Budget
On Time

VoIP Project: The VoIP study showed that a new VoIP system would be less expensive and provide better service. This moves the County to one phone system that integrates with desktop software to provide for unified messaging.   In November the Board of County Commissioners approved the VoIP(Voice over Internet Protocol) Project.   In December, they approved special funding arrangements for the project negotiated by the Finance Department. Installation of the system began in January 2007. The new VoIP system is scheduled to be completely installed by August 2007.

100% Complete
On Budget
On Time

Web Site Redesign: In coordination with the Public Information Officer, the current Catawba County web site was evaluated and upgraded to offer new services to the public. The redesign maximizes ease of use, online services provided and information available to the public. A web design plan was completed in June 2006 and redesign of

the web page begun. The updated website was brought online in August 2006. Currently all department web pages have been updated to the new design. New features include language translation, subscription services for publications and RSS feeds. Due to the dynamic nature of the web site, work will continue indefinitely on this project.

100% Complete(Initial Phase)
On Budget
On Time

Web Site Redesign Note: While the web site has been redesigned, it is very dynamic and will constantly be updated and redesigned. Recent additions include RSS feeds for job posting and podcasting of weekly news reports and public information announcements.

Sewer Line Project: The Utilities Department would like to start adding to the existing sewer data using hard copy text information that they have in their files. This will be a lengthy, time-consuming project. Creation and maintenance of this data will be necessary to assist with upcoming projects for their department. Target Date: December 2007.

60% Complete
On Budget
On Time

Census LUCA Program (Local Update of Census Addresses): This is a program offered by the Census involving local staff to assist with verifying and providing local addresses which are used in the decennial census process. Catawba County is planning to participate in this program in an effort to ensure monies are allocated accurately. This program will formally begin after July 1. Official invitations will be mailed and an agreement letter signed. Once agreed upon and materials are received, there is a 120 day time frame for returning the data. Target Date: March 2008

40% Complete
On Budget
On Time
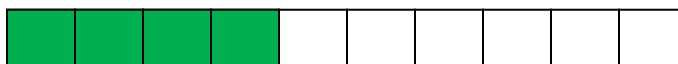
Citizen Notification System: Implement a reverse 911 system to provide automated outgoing calls in the event of emergency. The system will also be used to notify target populations with various information.

This project is being addressed jointly by the Technology Department and Emergency Services. A vendor has been selected for the Citizen Notification System and partnerships have been established with the three school systems, CVCC, the two hospitals, and the municipalities. Each will be able to use the system for emergency notification and other items related to their customers. The ongoing cost is being shared

by the members of this partnership. The system is scheduled to be in partial operation in January and full operation by June 2007. Web integration December 2007.

95% Complete
On Budget
On Time

Mobile Field Inspection Tools for Food and Lodging and Well and Septic Inspectors: Technology support for inspectors to electronically record inspection data from sites has been implemented for Food and Lodging and is being implemented for Well and Septic. This will allow inspection results to be available immediately, prevent duplicate data entry, and allow data to be transferred to state agencies. Food and Lodging inspections March 2007 (complete) Onsite Well and Septic Module. August 2007. Current date November 2007. Operational running dual systems.

100% Complete
On Budget
Delayed due to training issues by department.

Mobile Field Tools for Public Health: The current billing and clinical system has been replaced with a program called Care Anyware from a hosted Application Service Provider(ASP). Field notes that used to be gathered on paper are now collected electronically and transferred into the system.

100% Complete
On Budget
On Time

Mobile Field Based Reporting for Law Enforcement: Using this technology and application, law enforcement can enter reports in the field and automatically transfer the information into the records management system. This replaces a manual transfer of data from word processing documents.

100% Complete
On Budget
Behind (Vendor Issue)

Document Imaging System: Continue implementation of a document management/imaging system to allow more reliable access to, sharing of and retrieval of documents for internal departments and citizens from the Internet. Emergency Services, Personnel and the County Manager's office have been implemented. The Finance Department is scheduled to begin using the system in Spring 2007. Purchasing division is using the system and will expand in Spring 2008. DSS is also evaluating the system which would change the scope of the project significantly.

80% Complete
On Budget
On Time

PeopleSoft Enterprise Initiative: The County has made a significant investment in PeopleSoft. In order to maximize that investment, the County is moving appropriate business processes and functions to PeopleSoft. Projects to date revolve around Human Resources and Finance but this initiative expands the use to broader categories including the Critical Care Special Needs Database Project. Since this project is constantly being redefined, no completion date is set.

PeopleSoft Enterprise Initiative: Special Needs/ Critical Care Database Project: Multiple departments have been maintaining either a special needs database or a critical care database. There were six databases with essentially the same data in each one. With so many points of entry, consistent reliable data was almost impossible. In this project, one database is being created that any of the departments can add or modify the data and those changes will be shared. This project is built on the "enter once use many concept".

80% Complete
On Budget
On Time

PeopleSoft Enterprise Initiative: Portal Implementation: Implement PeopleSoft portal including single sign-on Target Date: December 2007 for installation and setup. Operational. Training Spring 2008

70% Complete
On Budget
On Time

PeopleSoft Enterprise Initiative: Electronic Purchase Orders: Implement electronic delivery of purchase orders via fax and/or email. Target Date: December 2007.

100% Complete
On Budget
On Time

PeopleSoft Enterprise Initiative: Workflow Implementation: Implement PeopleSoft Workflow for Financials and HRMS Target Date: June 2008.

20% Complete
On Budget
On Time

PeopleSoft Enterprise Initiative: Online Expense Reporting: Implement online expense reporting for all employees tracking time in Peoplesoft. Target Date: June 2008.

30% Complete
On Budget
On Time

Virtual Technology/ SAN(Storage Area Network) Project : The Disaster Recovery Plan revealed that a redundant data center was needed to provide for recovery in case of a incident in the main center. It also revealed that the current server structure and replacement model could not be maintained at current funding levels. A SAN solution has been purchased and is being installed. It is scheduled to be operational by June 2007 and fully implemented by June 2008.

80% Complete
On Budget
On Time

Firewall Upgrade: The current firewall is not supported. This project will upgrade the firewalls to a version or product that will be supported. Target Date: March 2008 Project expanded to include WPCOG.

70% Complete
On Budget
On Time

Wireless Connectivity: Expand wireless capabilities by providing wireless Internet services in the Government Center, the Justice Center and in the Public Libraries. This will also facilitate mobile applications for employees in the future.
This project is being completed in conjunction with the VoIP project. This project is scheduled for completion June 2008.

70% Complete
On Budget
On Time

Internet Bandwidth Increase: To meet the increasing demands for services that are Internet based, the bandwidth will be increased to 20 Mb. Users and the public will have access to this enhanced service.   Project expanded to include WPCOG. Scheduled for February 2008

80% Complete
On Budget
On Time Project Expanded

Citrix Upgrade: Many of the functions performed by Catawba County personnel remotely depends on a Citrix connection. Over the past few years, demand has exceeded the numbers of licenses and the capacity of the system. In this upgrade, the number of users will be expanded, resources extended to new servers, and the system optimized for performance. Scheduled for completion in June 2007.

100% Complete
On Budget
On Time

Computer Replacement: Replace 20 percent of the desktop and notebook computers, excluding DHR agencies, to maintain compatibility with other agencies and software standards.

80% Complete
On Budget
On Time

Tax Mapping Project: Development of a new tax mapping application to replace the existing application currently used by the Tax Mapping Staff. This is necessary because of the format for storing this type of data has changed and our current format will eventually not be supported. This will be a high priority project but had to be pushed back due to the Local Update of Census Addresses. Implementation now scheduled for June 2008

40% Complete
On Budget
On Time
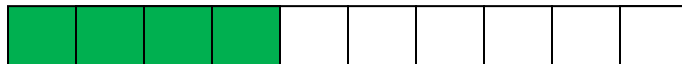
eConnect: This project will enable the Permit Center to offer online permit requests and inspection scheduling as well as payment for fees. It is an extension of the current program they use to manage inspections. Target date is July 2007. Note: Online payments will be available through the Unified Electronic Payment Processing System. Online permit request will require a software upgrade.

50% Complete
On Budget
Cancelled due to software being used

Unified Electronic Payment Processing System: Some departments currently have the ability to accept credit/debit cards or other electronic payment forms. Other departments do not have this ability and would be interested in this feature. Department heads were given an evaluation of the viability of putting in place a unified payment system that the entire enterprise can benefit from. This would reduce costs and

increasing availability to our consumers. This project will be a phased in approach. Target Dates: Vendor selection: January 2008. Interface initiated: May 2008. Online Payments begin: July 2008. Automated updating of all records: December 2008..

30% Complete
On Budget
On Time

Tracking for School Nurse Program: Catawba County Public Health department provides the services of registered nurses for school children throughout the County. Services are provided at 41 Catawba County schools by 23 nurses who are equipped with mobile computers. The proposed solution will accommodate statistical and generic information. The information collected will be consolidated into one report that is presented to various boards. The individual student health records will be kept secure in the appropriate application. Each nurse will collect data as services are provided and record the information in a web-based application. Periodic reports will be generated and sent to appropriate governing and funding groups. The nurses will use the system to collect and maintain statistical information only. Target Production Date: August 15, 2007 Revised due to changes: November 2007. Tested and operational – department decision to begin using with the next school year.

90% Complete
On Budget
On Time

Maintenance Work Order System: The Maintenance division of the Finance department would like to automate the work order process and allow requests to be submitted and tracked electronically. The current helpdesk module of PeopleSoft could be modified to accommodate this request. Field devices such as notebook computers would allow the maintenance employees to access and update the information more easily. Target Production Date: August 31, 2007. Delayed due to programmer position vacancy

50% Complete
On Budget
Delayed

School Surveillance by Sheriff's Department: Several schools throughout Catawba County have surveillance systems that are accessible via the Internet. The Sheriff's department could more fully respond to incidents at schools if they had access to the surveillance systems. This project is designed to give video access to schools that have the required technology installed. A grant was secured to expand the functionality of the existing wireless infrastructure. Installing wireless access points at schools, improving wireless access in the SWAT vehicle and improving the camera systems with partnered school systems.
Target Production Date: July 2008.

10% Complete
On Budget
On Time

Emergency Services Badging Solution: Emergency Services is looking for a common badging solution for Emergency responders to facilitate accountability and identification in emergency situations. A quote for the system has been received from the vendor and hardware has been purchased. Badges designed and approved, field printer ordered, training to follow installation of equipment. Target production date: June 2008

90% Complete
On Budget
On Time

Tracking of "Green" Purchases:
It is the practice of Catawba County to purchase products that are recycled or from renewable sources when possible. This project is to modify PeopleSoft Financials applications to capture selected fields when purchasing "green" products. Target date: December 2007.

100% Complete
On Budget
On Time

800 MHZ VIPER SYSTEM: This project is to enhance our ability to talk to Public Safety officials in our county and surrounding counties. We have coverage issues in the county with the current VHF system that must be addressed. Viper is already established here and the build out of tower sites is taking place in our area. By partnering with the North Carolina State Highway Patrol, Catawba County can upgrade it communications system using the infrastructure provided by the state. Target Date: Open at this time

5% Complete
On Budget
On Time

E911 Communication Center Grants: This project is to apply for grants through Homeland Security/Emergency Management office in order secure radios for the Viper Project. This will allow us to partner with the N.C. State Patrol to enhance their system and to help us with future build out of our system. Target Date: Open. Two grants submitted September 28, 2007. EMS Grant secured.

Open
On Budget
On Time

E911Telephone Replacement Project: This project is to replace the E-911 Positron IAP telephone system. Products are available to take us to the NG-911standards. This will allow us to move our Center forward for the future needs of our citizens. Vendor selected and system ordered. Target Date: March 2008

40% Complete
On Budget
On Time

E911 Mapping Project: This project is to replace the current Positron mapping system. The upgrade is needed because we are still running an NT4 system that will not allow us to upgrade and use our new Aerial photos. This would allow us to enhance our system with new roads and developments in our county and display new views. It also includes AVL to help locate and dispatch the closest available unit. Target Date: March 2008.

40% Complete
On Budget
On Time